

As your U.S. Representative, one of my top priorities is to help make sure the federal government's agencies are accessible and responsive to the needs and concerns of my constituents. While we cannot require an agency to decide a matter in your favor, my staff can help cut through red tape to get fair and timely consideration of problems at federal agencies.

My office cannot help you if your problem is not with a federal agency. Because of the Constitutional separation of powers between the three branches of government, judicial matters (matters which involve the courts) do not fall under Congressman Miller's jurisdiction as a U.S. Representative.

Problems which involve North Carolina State agencies also are not under Congressman Miller's jurisdiction as a U.S. Representative. State and local issues are handled by your elected state and local representatives. You can find their contact information by visiting <http://www.ncga.state.nc.us/> or <http://www.ncgov.com/>

Under the Privacy Act of 1974, individuals are required to complete and sign a [Privacy Release Form](#) before elected officials can provide assistance with their cases. Click here for a printable version of the [Privacy Authorization Release](#) form. Once you have printed and filled out this form, fax it to (919) 836-1314 or mail it to:

Rep. Brad Miller
ATTN: Caseworker
1300 St. Mary's Street, Suite 504
Raleigh, NC 27605

Please fill out the [Privacy Authorization Release Form](#) so that my staff can assist you in the following federal issue areas:

- [Federal Employees](#)
- [Federal Prisons](#)
- [Immigration Services](#)
- [Internal Revenue Service](#)
- [International Travel, Passports, Visas and Children & Family Issues](#)
- [Military Personnel](#)
- [Postal Service](#)
- [Social Security, SSI, Medicare](#)
- [Student Loans](#)

- Unemployment Insurance
- Veterans

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Federal Agencies

Federal agencies often provide information and materials that can solve your problem online.

- [Bureau of Citizenship and Immigration Services](#)
- [Department of Labor](#)
- [Department of Veterans Affairs](#)
- [Federal Communications Commission](#)
- [Federal Trade Commission](#)
- [Free Application for Federal Student Aid](#)
- [IRS](#)
- [Medicare](#)
- [Passport Services](#)
- [Social Security Administration](#)
- [United States Postal Service](#)
- [U.S. Census Bureau](#)
- [U.S. Department of State](#)
- [U.S. Department of Justice](#)
- [U.S. Department of Homeland Security](#)
- [U.S. Department of Transportation](#)
- [U.S. Department of Energy](#)
- [U.S. Department of Health and Human Services](#)
- [U.S. Department of Agriculture](#)
- [U.S. Department of Housing and Urban Development](#)

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Federal Employees

Federal employees seeking assistance and information about various workplace matters can visit [the Office of Personnel Management \(OPM\) site index](#) to review federal employment policies and programs. Federal employees can visit the Department of Labor at

<http://www.dol.gov>

for information about wages, benefits, and labor issues.

- Federal employees, either active or retired, may contact Congressman Miller's office about workplace or retirement issues. **Note:** although Members of Congress are prohibited by law from involvement in personnel decisions, they are permitted to make inquiries in the interest of ensuring that proper procedures have been followed in the resolution of disputes.

- Please fill out the [Privacy Authorization Release](#) form to open a case regarding Federal Employment issues with Congressman Miller's district office.

Federal Prisons

The Federal Bureau of Prisons, National Institute of Corrections website can be accessed to find the location of a federal prisoner, a directory of federal correctional facilities, and other public information. Please contact the Federal Bureau of Prisons at <http://www.bop.gov>

Congressman Miller's staff can process requests for prisoners who resided in the district prior to their incarceration and to family members of prisoners who reside in the 13th Congressional District.

Please fill out the [Privacy Authorization Release](#) form to open a case regarding Federal Prison issues with Congressman Miller's district office.

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Immigration Services□

Most immigration issues are addressed by [the United States Citizenship and Immigration Service \(USCIS\)](#), a branch of the Department of Homeland Security; however, [the Department of State grants visas to enter the country](#)

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Please review [the USCIS website](#) to find information about:

- Green cards

- Citizenship
- Humanitarian Issues
- Visiting the US
- Working in the US
- Family
- Adoption
- Military
- Case Status
- Processing Time

If you have a question after reviewing the website, you can contact InfoPass for a free appointment to answer questions related to your situation. Before contacting [InfoPass](#) , you may want to look over the Customer Tools section.

After reviewing this site, and you live in the 13th District of North Carolina, you can contact Congressman Miller's district office for further assistance.

Before you fill out the [Privacy Authorization Release](#) form to request to open a case, you may want to call the Congressman's district office at (919) 836-1313 for a caseworker to assess your situation or in case of an emergency.

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Internal Revenue Service (IRS)

The Internal Revenue Service can provide constituents with information, publications, and tax payer assistance for personal, business, retirement, and non-profit related tax questions. Please visit the IRS website at <http://www.irs.gov> .

Constituents may seek assistance from Congressman Miller's staff regarding the filing of federal income tax documents for personal or business income. The District Office staff also assists people by expediting a response when problems arise regarding tax returns; delayed, lost or stolen refund checks; or exercising the right to appeal a tax decision by the IRS. The staff works to clarify misunderstandings between the agency and the taxpayer to ensure that the taxpayer's position is properly considered.

Please fill out the [Privacy Authorization Release](#) form to open a case regarding IRS issues with Congressman Miller's district office.

If you have an IRS-related emergency, please call the Congressman's district office directly at (919) 836 - 1313 for assistance.

International Travel, Passports, Visas and Children and Family Issues

The following information is covered on the [U.S. Department of State Bureau of Consular Affairs website](#) :

I **nternational Travel**

- Hurricane/Typhoon Season
- Emergencies and Crises
- Registration with Embassies
- Tips for Traveling Abroad

Passports

- First Time Applicants
- Renew Passport
- Applications and Forms
- Application Status
- Refund of Expedite Passport Fees

Visas

- Immigrants to the U.S.
- Diversity Visa (DV) Lottery
- Travel Without a Visa
- Temporary Visitors to the U.S.
- Rights and Protections for **Children & Family**
- Intercountry Adoption
- Abductions from the U.S.
- Abductions to the U.S.
- Prevention
- Resources

After reviewing this site, and you live in the 13th District of North Carolina, you can contact Congressman Miller's district office for further assistance.

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Military Personnel

Active military personnel must first seek to rectify problems through proper chain of command in the appropriate branch of the Armed Services. The Department of Defense website provides active military personnel and their families with a list of resources available to address a wide variety of concerns. Please visit the [Department of Defense website](#) and click the Military Services link.

Military Personnel may contact Congressman Miller's district office regarding duty assignments, services for their dependents and help with the applying for benefits upon retirement.

Please fill out the [Privacy Authorization Release](#) form to open a case regarding military personnel issues with the Congressman's district office.

If you have a military personnel related emergency, please call Congressman Miller's district office directly at (919) 836-1313 for assistance.

Postal Service (USPS)

Although the USPS has been an independent agency since 1970, please contact Congressman Miller's office if you are experiencing persistent problems with mail delivery. Below please find answers to frequently asked questions.

How do I find a zip code?

I have the address, but I do not know the zip code. Click [here](#) . You will be asked to fill in the address. When you submit the address, the search program will find the zip code for you.

I'm moving. Do I have to go to the post office to notify them of my new address?

No. You can file a change of address form [on-line](#) .

Please note: this form can also be used for a temporary relocation.

What should I do if I think my First-Class Mail is lost?

When First-Class Mail does not arrive, the post office has no sure way of knowing what may have happened to the item. Only Registered Mail and Express Mail items are accounted for

during their entire journey through the mail system. However, you can file a complaint of your non-received mail with the USPS.

If expected mail has not arrived after sufficient time has elapsed (please wait 14 days from its date of mailing), please fill out PS Form 1510, Mail Loss/Rifling Report. This form is available at your local post office. Another option you have is to contact your local Consumer Affairs Claims and Inquiry office.

Whichever way you choose, a postal employee will assist you in completing your inquiry. Specifics will be directed to the Inspection Service Operation Support (ISOS) office for the state in which the article was mailed.

How can I report a problem or file a complaint?

The USPS is currently using a method of capturing customer complaints and eliminating the complaint card used at Post Office facilities. This new and expanding program will permit you to submit complaints in one of three ways:

Filing a complaint online by visiting the USPS website and clicking the contact us link at the bottom of the page. It will ask you to submit your question; however, it is the link the USPS recommends for filing a complaint.

Calling 1-800-ASK-USPS (1-800-275-8777).

Speaking to the Station Manager at a local Post Office.

What can I do if I need immediate assistance?

If you need immediate assistance, please give USPS a call.

General Information

1-800-ASK-USPS® or (800) 275-8777

Hours of Operation:

Monday through Friday from 8:00 a.m. to 8:30 p.m. (Eastern Time)

Saturdays from 8:00 a.m. to 6:00 p.m. (Eastern Time)

Closed Sundays and Holidays

Domestic Package Tracking

1-800-222-1811

Hours of Operation:

Monday through Friday from 7:30 a.m. to 10:30 p.m. (Eastern Time)

Saturdays, Sundays and Holidays from 9:00 a.m. to 8:00 p.m. (Eastern Time)

International Package Tracking

1-800-222-1811

Hours of Operation:

Monday through Friday from 8:00 a.m. to 9:30 p.m. (Eastern Time)
Saturdays from 9:00 a.m. to 7:00 p.m. (Eastern Time)
Closed Sundays and Holidays

TDD/TTY

1-877-877-7TDD (1-877-877-7833)

Hours of Operation:

Monday through Friday from 7:30 a.m. to 10:00 p.m. (Eastern Time)

Saturdays from 8:00 a.m. to 8:00 p.m. (Eastern Time)

Sundays and Holidays from 9:00 a.m. to 8:00 p.m. (Eastern Time)

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Social Security, SSI, Medicare

To replace a missing or stolen Social Security or Medicare card, apply for Social Security/SSI Disability benefits or to locate a Social Security office near you, please call 1-800-772-1213 or visit the [Social Security website](#).

Congressman Miller's staff can obtain the status of pending cases, expedite answers to questions, and trace missing checks. In addition, the staff often assists constituents who are having difficulty obtaining reimbursement of a Medicare claim, locating a physician who accepts assignment, or determining which of constituent health care plan is considered primary for the processing of medical claims.

Please fill out the [Privacy Authorization Release](#) form to open a case regarding Social Security, SSI, or Medicare issues with Congressman Miller's district office.

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Small Business Issues

You may find information about small business opportunities with the federal government [here](#).

Student Loans

Answers to Frequently Asked Questions (FAQ's) about federal student loans and federal student loan applications are available [here](#).

My staff can work directly with constituents to investigate the status of federal student loans during the application and repayment process.

Please fill out the [Privacy Authorization Release](#) form to open a case regarding student loan issues with the Congressman's district office.

If you have a student loan related emergency, please call my Raleigh district office directly at (919) 836-1313 for assistance.



Unemployment Insurance

North Carolina's Employment Security Commission (ECS) processes all unemployment insurance (UI) claims in the state of North Carolina. UI claims can be filed online or by contacting a customer services representative by calling 1-888-737-0259.

If you are having difficulty contacting an ESC representative, your local North Carolina State elected officials can assist you in obtaining additional information about your UI benefits.



Veterans

If you have served our nation, you deserve the benefits to which you are entitled. Congressman Miller's staff can assist veterans with requests for medical records, service records and investigation of their claims for benefits. Below please find answers to frequently asked questions.

How can I contact the Department of Veterans Affairs?

The VA has toll free numbers for the convenience of veterans and dependents.

- **Benefits Information** 1-800-827-1000
- **Life Insurance** 1-800-669-8477
- **Debt Management** 1-800-827-0648
- **Education Benefits** 1-888-442-4551
- **Board of Veterans Appeals** 1-800-869-8654
- **Mammography Hotline** 1-888-492-7844
- **Tele. Dev. for Deaf (TDD)** 1-800-829-4833
- **CHAMPVA** 1-800-733-8387
- **Headstones/Markers** 1-800-697-6947
- **Agent Orange Assistance** 1-800-521-0198
- **Suicide Helpline** 1-800-273-TALK (8255)
- **Sexual Trauma Hotline** 1-800-827-1000

What's the difference between disability compensation and disability pension?

Disability Compensation: A monthly monetary benefit paid to veterans who are disabled by injury or disease incurred in or aggravated during military service. **Disability Pension:** A monetary benefit paid to veterans of a period of war who are permanently and totally disabled for reasons not the result of their own willful misconduct and not related to their military service. This benefit is income-dependent.

What are the types of VA claims?

There are Four Types of claims:

Original Claim: The very first claim for disability benefits (compensation or pension) filed by a veteran. All original claims must be filed on VA Form 21-526.

Claim for increase: A claim for increased compensation for a disability already found to be service-connected.

New Claim: A claim for compensation for a disability not part of the original claim. Also known as a supplemental claim.

Reopened Claim: A claim asking for reconsideration of an issue previously considered and finally disallowed by VA (after more than one year has passed). The type of claim determines how much development is required by VA and/or the nature of the supporting evidence the veteran must submit in support of the claim. The processing time for a claim varies depending on the type of claim and the supporting evidence provided by the veteran.

Where's the local Vet Center?

Vet Center Services include: Bereavement Counseling, Group Readjustment Counseling, Individual Readjustment Counseling, Job Counseling Referral, Marital and Family Counseling, Sexual Trauma counseling and Substance abuse information and referral.

How do I get a copy of my military records?

For copies of your military service records you may contact:

National Personnel Records Center
9700 Page Avenue
St. Louis, Missouri 63132-5100
[Website](#)

How can I get replacement medals?

You can request replacement for lost or stolen medals from the National Personnel Records Center:

National Personnel Records Center

9700 Page Avenue
St. Louis, Missouri 63132-5100
[Website](#)

For more frequently asked questions, visit the [Department of Veterans Affairs website](#) .